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SWAM Certification #2461

Virginia Department of General Services

Statewide Consulting Services

Contract Number PF14804C12-09

CATEGORY 12: BUSINESS PROCESS ANALYSIS & REENGINEERING

E.L. Hamm & Associates, Inc. is a State of Virginia certified small minority owned business with over 30 years of experience in providing a wide range of management consulting support services. We have assisted numerous federal, state and local organizations in our practice areas of management consulting support, organizational development, business process re-engineering, strategic planning, supply and logistics, facilities and transportation maintenance consulting, and industrial engineering analysis and services.

Our long tenured management consultants are practitioners who bring to each project field expertise as well as consulting experience. As a firm we have a deep understanding and appreciation of the importance of productivity and efficiency as a means of gaining cost savings. As our business has grown in diverse directions, so have our personnel as they have stepped up to manage our wide ranging operations contract work.

Our customers are the direct beneficiary of the staff's longevity. Armed with management and engineering theory as well as practical field experience, our people face real world situations head on and resolve them efficiently, effectively, and to our customers' satisfaction. The longevity and experience of our staff has enabled them to identify reasonable, implementable, solutions to organization, program and process issues that net our clients improved products and service, at reduced costs.

Communication, integrity, and practicality

Our approach to providing consulting services is embodied in these three words.

Communication: A primary reason for our success in the consulting business is our frequent and clear communication with our customers. It is how we gain understanding of how things “really work” and gain insight as to how current operations may be modified to increase efficiency and effectiveness. Customer communication is important to the avoidance of most problems and promotes the quick resolution of any that may arise.

Integrity: We are committed to fostering ethical values in the workplace. These values strengthen the coherence and balance of our culture, improve trust in relationships between

individuals and groups, support greater consistency in standards and quality of products, and cultivate greater sensitivity to the impact of the enterprise's values and messages in support of clients. We foster an environment where team members feel comfortable, even confident, in escalating problems, whether real or potential, to leadership for the resolution or prevention. Our Project Managers and team members:

- Emphasize project *contingency thinking* and planning.
- Emphasize *problem prevention* – with early intervention.
- Recognize frequent and clear *communication* as the key to success.
- Escalate significant problems to the level of *key decision makers* and responsible persons, both within **E. L. Hamm** and to our client.

Practicality: Finally, we do not offer “ivory tower” solutions. We pride ourselves on recommending practical, implementable actions for improving process efficiency and obtaining cost avoidances—otherwise, recommendations are of little value if a client lacks the capacity or the willingness to implement them.

Contract Category – Business Process Analysis & Reengineering

E.L. Hamm under the Business Process Analysis and Reengineering category helps agencies to create an analytical framework to objectively gather information about business processes and subject the information to a formal analysis process. We assist your agency to:

- Gain an understanding of what business processes and data flows are and how to document them.
- Address human capital costs and savings, quality improvement, service delivery improvement, and strategic implementation.
- Articulate the scope of the project analysis, facilitate focus groups, identify problems to be addressed, and present findings.
- Develop reports and recommendations that define reengineering objectives and benefits.
- Apply methodologies for carrying out activities, create timelines, identify project risks, and define stakeholders and project participants.
- Determine critical success factors.

Ordering Process

The ordering process is simple and straight forward.

- Call or email Debbie Fessler, Vice President to discuss your requirements.
- Provide us with additional detail in writing, if applicable.
- We can meet in person to further define the scope of your project.
- We will review your requirements and send you a proposal and quote within 5 business days.

Contact Information

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